



Customer Service Newsletter

IT Customer Services Branch

Vol 2 No. 1

January 2000

A Word from the Chief, IT Customer Services Branch



Our Y2K transition of the network infrastructure went very well. A lot of time planning and managing the Y2K rollover was put in by many people. Due to their diligence and hard work, the Y2K transition was uneventful. Congratulations

to all who participated and sacrificed their New Years eve.

On January 11, 2000, 10:30 am, we had a power surge that caused some of our servers to reboot. The UPS that protects these servers did not perform as expected so we are beginning to check all our UPSs. In addition to the servers rebooting, we had a router that had errors. The result was sporadic and intermittent communications problems and sporadic access to applications like GroupWise, STARS, and ADAMS. The network was fully operational again by 2:00 p.m.

We learned several lessons as a result of this outage. We have changed our process of notification and have setup escalation levels to better inform our customers of outages. We apologize for any inconvenience that this caused our user community.

I have received many comments on our newsletter. Thanks for the interest and if you have any comments, positive or negative, please feel free to send them to me at glk.

Happy New Year.

Gregory L. Kee

Points of Contact

Levels of Escalation:

Customer Support Center (CSC)	(301) 415-1234
CSC Manager - Jennifer Fasick	(301) 415-5721
Customer & Desktop Support Manager Karen McElyea	(301) 415-5696
Network Operations Manager Karen Paradiso	(301) 415-5852
Chief, IT Customer Services Branch Gregory L. Key	(301) 415-7200
Director, ITID - James B. Schaeffer	(301) 415-8720

Workstation Software Upgrade

OCIO is in the process of an agency workstation software upgrade. By the time this Newsletter is published, you may or may not have received this upgrade. This upgrade occurs automatically during network login and takes approximately 15 minutes during which an on screen message gives a status report. The benefits to this upgrade are:

Improved virus protection - The Norman Anti-virus software will be upgraded with a new version (4.7).

Improved security of documents - The undo/redo SAVE feature in WordPerfect will be turned off. The undo/redo feature will still work, but will no longer be saved with the document. This is to maintain the security of documents that leave the agency or are available to the public.

Update Web Browser - The Netscape browser will be upgraded to Version 4.7 which provides a current version of the Certificate of Authority (CA).

A specific list of changes is available on our webpage at <http://irm12/IRM/csbweb/home.htm>.

Planned System Outages

The following downtimes are planned for the months of January and February. If you have any questions on the details of the planned outages, please contact Karen Paradiso at (301) 415-5852 or email kxp.

Date: 1/29, 8am-5pm
Planned outages: Routine Network Maintenance - Impact: All network services will be unavailable.

1/31 Monthly e-mail purge

All messages that are more than 6 months old (180 days) will be purged from the e-mail system. This includes items in your MAILBOX, FOLDERS, and TRASH. Archived e-mail messages will be unaffected by the mail purge procedure. Prior to the e-mail purge, you should take the opportunity to delete any unnecessary e-mail messages and appointments or archive those that you wish to retain.

How Are We Doing?

Listed below is our performance measures for the month of December. If our performance falls below a ☺, an explanation of the steps being taken to improve is provided

	Dec 99
CSC responsiveness	☺
GroupWise availability	✓
Internet availability	☺
Remote access availability	✓

GroupWise availability - several issues continue to be worked concerning GroupWise to include performance of calendaring features. Preventative maintenance is being run on the servers and Novell support is in work.

Remote access availability - growing pains with remote access using Citrix was still being experienced by the users during the month of December. To improve performance and usability, a new front end is being deployed and digital lines are being procured.

Key:

- ☺ = available when I need it and/or exceeded service level agreement for call resolution at the first tier
- ✓ = available most of the time and/or met service level agreement
- ☹ = not available when I need it and/or did not meet service level agreement

Customer Service Representatives of the Month

Our Customer Service Representatives of the Month for December 1999 are Angela Kral Randall and Guy Harper.



Angela was recognized for outstanding performance in providing microcomputer hardware and software support to NRC.



Guy was recognized for the outstanding job he has been doing on a variety of network related functions which effects the quality of support provided to our customers.

Please join me in congratulating Angela and Guy on a job well done.

Netscape Cache Issue

Some users were not receiving current information when using Netscape to view News Releases, Plant Status, and other frequently-updated information on NRC's web servers. Users were advised to clear their web-page memory and disk caches on Netscape.

Currently the Netscape cache problem has disappeared and we are unable to replicate the symptoms. If you need assistance on clearing your web page memory and disk cache, or have any questions please contact the CSC at (301) 415-1234.